

## **Definition of Terms of Minimum Qualifications for Pattern 2:**

**technical capacity:** having special and practical knowledge in business services areas, such as the following: accountability of office and industrial equipment, major building maintenance, managing major commercial properties, fiscal management, accountability of office and industrial equipment, postal/mail services, reproduction/replication, and fleet maintenance.

**accountability and maintenance of office and industrial equipment:** Involves preserving and repairing various work equipment (e.g. office supplies, copiers, telephones, facsimile, forklifts, electric pallet jacks, postal machines). Responsibilities may include, but are not limited to:

1. Procuring all necessary equipment needs (e.g. order parts, refills)
2. Consulting maintenance contracts and contacting vendors for repair/maintenance services
3. Logging, monitoring and tracking equipment inventory
4. Troubleshooting equipment issues
5. Maintaining audio visual equipment and related needs

**major building maintenance:** involves general care and building upkeep. Responsibilities may include, but are not limited to:

1. Exterior maintenance e.g. (painting, landscaping, removing trash and graffiti, repairing damage)
2. Cubicle reconfiguration
3. Managing staff (e.g. security, janitorial services, landscaping)
4. Troubleshooting issues (e.g. plumbing, power/electrical outages, pest control, climate control, vending machines, elevators)
5. Prepare service orders for repairs and consult vendors

**managing of major commercial properties:** involves private properties such as: shopping centers, office buildings, medical offices, apartment complexes, industrial buildings/warehouses. Responsibilities may include, but are not limited to:

1. Gathering non-competitive tenant lists
2. Maintaining retailer relations and merchant retention
3. Marketing
4. Lease negotiation and managing tenant/operator agreements
5. Budgeting
6. Managing commercial property staff (e.g. security, janitorial services, landscaping)

**fiscal management:** Responsibilities may include, but are not limited to:

1. Managing/balancing budgets
2. Procuring and rendering payments for services
3. Determine projected expenditures via forecasting, reconciliation and analysis of expenditures
4. Staff payrolls
5. Deposit cash and/or checks from operations to account for incoming funding

**Qualifying Experience for Pattern 2  
Office Assistant (General), Range B**

1. Account Clerk 2
2. Accounting Technician
3. Benefit Program Specialist (CALPERS)
4. Legislative Clerk, Range B
5. Disaster Worker Clerical Services (Various Disasters)
6. Information Systems Technician, Range B
7. Key Data Operator, Range B
8. Management Services Technician
9. Motor Vehicle Assistant
10. Motor Vehicle Field Representative
11. Personnel Selection Technician
12. Service Assistant (DMV Operations)
13. Motor Vehicle Technician
14. Program Technician
15. Senior Motor Vehicle Technician
16. Tax Program Assistant, Range C
17. Tax Technician 1, Board of Equalization
18. Mailing Machines Operator 1
19. Office Assistant (Typing), Range B
20. Word Processing Technician
21. Stock Clerk